



3623  
1FW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of )

Nicolas Kourim, et al. )

Serial No. 10/036,266 )

Filed: December 24, 2001 )

For: SYSTEM FOR MONITORING,  
ANALYZING AND IMPROVING  
PERFORMANCE OF INFORMATION  
SYSTEMS AND THEIR IMPACT ON  
BUSINESS PROCESSES )

Examiner:

Group Art Unit: 3623

File No. 594P

Tiburon, California

Hon. Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED  
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ON 1-10-05

THOMAS M. FREIBURGER, Reg. No. 27,063

SIGNED [Signature]

DATE 1-10-05

STATUS INQUIRY

This application has been pending for over three years. The attorney's office has telephoned several times regarding status and was only able to determine that the case was with Art Unit 3623.

Over three years is an extraordinarily long time for an application to be pending without any action from an examiner. It is requested that the PTO inform the undersigned attorney as to the present status of the case, and to expedite processing in view of this extremely long delay.

Respectfully submitted,

[Signature]

Date: January 10, 2005

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